

TELEPHONIC INTERFACE FOR A
VISUAL PRESENTATION OF A HIERARCHY OF MENUS
AND AUTOMATED CALL-BACK

ABSTRACT

The present invention provides for a telephone caller response and option selection. An interface system provides
5 to a telephone caller a visual representation of a hierarchy of one or more menus. A caller phone is employable to select at least one option from the visual representation of a hierarchy of menus provided by the telephone interface system. A caller computer is employable to receive the
10 visual representation of a hierarchy of menus from the interface system. A caller monitor is employable to display the visual representation of a hierarchy of menus, thereby avoiding the more time consuming presentation of the hierarchy of menus in an oral fashion. The interface system
15 is further employable to reconnect with a telephone caller at a later time if the telephone caller is to wait in a queue of the interface system longer than a specified time.